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November 8, 2019

Via ECFS and E-Mail

Eliot Greenwald
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th St, S.W.
Washington D.C. 20554

Re: Internet-based TRS Certification Application of Sprint Communications
Company L.P., CG Docket No. 10-51, File No. _____

Dear Mr. Greenwald:

In relation to Sprint's pending application for certification as an Internet-based TRS provider¹, Sprint Communications Company L.P., an indirect wholly-owned subsidiary of Sprint Corporation ("Sprint") and the provider of Sprint's Telecommunications Relay Services ("TRS") hereby respectfully submits a notification, pursuant to 47 C.F.R. §1.65(a), regarding a change to Sprint's platform supporting its Internet Protocol Caption Telephone Service ("IP CTS").

In Sprint's application, Sprint included the following statements describing its IP CTS service:

- "Sprint's IP CTS service allows a deaf or hard of hearing person to make or receive phone calls where a Communications Assistant (CA) can nearly simultaneously transcribe the speech of the non-CTS party

¹ See, *Internet-based TRS Certification Application of Sprint Communications Company L.P.*, CG Docket No. 10-51, File No. _____, submitted December 5, 2011.

to a telephone call into text and then send that text to one or more devices that display the text.”²

- And, in describing its WebCapTel service, Sprint stated, “This requirement also enables the CA to hear and transcribe the conversation of the non-WebCapTel user. The phone connection routes the other party’s voice to the CapTel call center. The CA will transcribe the speech into text then transmit that text over the Internet to the WebCapTel user’s computer, laptop or tablet.”³

Beginning in October 2019, Sprint’s IP CTS platform was modified to enable some CAs to use speech recognition technologies to transcribe the speech of the non-CTS party into text and correct transcription errors to provide captions to the CapTel user.

Please let me know if you have any questions or concerns regarding this update to Sprint’s pending application.

Respectfully submitted,



Cc (via email): Bob Aldrich
 Michael Scott

² *Id.* at pp. 5-6.

³ *Id.* at p. 6.